RESERVE UNIT COMMANDING OFFICER

WELCOME BRIEF

INTRODUCTION TO NRC HONOLULU'S STAFF, POLICIES, AND PROCEDURES

NAVRESCEN HONOLULU MISSION STATEMENT

To provide properly trained and integrated Drill Reserve personnel who are administratively, medically and logistically ready for recall to active duty for support to the fleet. We will always remain dedicated to getting the right reservists to the right supported command at the right time with the right training, every time.

To fulfill this mission:

We display character: We seek to do the right think the right way despite temptation to act otherwise.

We display courage: To act with character

We have a positive attitude: We seek ways to make the job fun and instill our sense of enjoyment in others.

We display professional knowledge and ability: We seek out information to expand our knowledge about our job, our unit's mission and how it relates to the mission of the Navy.

We communicate through example and character: We also communicate the mission to each individual as it relates to the unit's mission. We seek to be the best we can in appearance, attitude and physical fitness.

We trust people. We trust people to act with integrity and to strive to be successful.

We respect people: We respect their ability to contribute to the mission

We act with prudence: We act based on facts vice emotion and act for the long-term well being of the personnel we serve.

We are proactive: We act on our environment and circumstances rather than reacting to them.

CO NAVRESCEN HONOLULU TOP 5 Focus Areas

- Next 3-4 Months
  - Med/Dental Readiness
  - Visit units and gaining commands
  - REDCOM SW plug in
  - UNIT CO Trng
  - Manpower optimization (NRAC/DRILLRES/FTS)

Naval Reserve Force Customer Service Standards

COMMUNICATIONS

Our Full Time Support (FTS) staffs will maintain effective two-way communications with their drilling reservists to ensure timely and professional support of their requirements. To ensure this,

- We will reply to all telephone messages, voicemail and E-mail messages as soon as possible, and always within one (1) business day of receipt. NRAs will notify Reservists identified for mobilization within 24 hours of receipt of orders.
- We will provide customer feedback forms at the point of service for timely collection of customer satisfaction information, both positive and negative.

OPERATING HOURS

Our Naval Reserve Activities (NRAs) will be open and properly manned to provide essential services to support our drilling reservists and their gaining commands. To ensure this,

- NRAs will promulgate core business hours and ensure manning during those hours to support the full range of drilling reservist requirements (travel, orders, pay, mobilization, etc.). Drilling reservists will make every effort to utilize these core hours for all customer service support issues involving their NRA.
- NRAs will have at least one FTS staff individual on duty at the NRA or on call during non-core hours to answer incoming calls and process emergent reservist requirements.

TRAVEL, ORDERS and PAY

Our drilling reservists should expect their travel orders and itineraries within five (5) business days of requesting them. They should expect to be paid on a regular schedule and have any pay problems immediately investigated and resolved. To ensure this,

- We will process requests for travel orders within

Naval Reserve Force Customer Service Standards(cont)

- Travel claims will be submitted within 5 days upon completion of travel, forwarded to PSD within two (2) business days of receipt, and monitored to ensure liquidation within ten (10) business days of receipt by the servicing PSD. Split disbursement will be used whenever the GTCC has been utilized for travel.
- Pay is a top priority for all NRAs, and all drills will be transmitted within three (3) days of completion, to ensure payment within 17 days (two DFAS pay cycles) of the drill date.
- Pay problems will be immediately logged, a pay trouble ticket opened with the NSIPS Help Desk if required, and pay problems will be resolved within 30 days of notification or the reservist will be provided with a justifiable reason for the delay with an expected date of correction. Trouble Tickets will be reviewed on a weekly basis for resolution, and updated status provided to our drilling reservists.

UNIFORM SUPPORT

Our drilling reservists will muster in the Uniform of the Day at their NRA no later than their third drill weekend after affiliating with the Naval Reserve. To ensure this,

- Initial seabag orders will be processed by the NRA within one (1) business day after the request is received.
- Upon receipt of uniforms at the NRA, Reservists will be notified within one (1) business day that their uniforms are available for pick-up and/or tailoring services as needed.

The following are talking points VADM Cotton hammered out on his first day as Commander Naval Reserve Force. Take it all in and educate your folks so we all speak the same language.

New Lexicon for the Force:

- We no longer provide "contributory support," it's now "mission support"
- There are no more "gaining commands," they are "supported commands"
- We now provide "presence with a purpose"
- It's now "Naval Power 21" vice "Sea Power 21"
- "Peacetime contributory suport" is now "operational support"

New Sherrif in town:

- The mission of the Naval Reserve is "Support to the Fleet...Ready and Fully Integrated." VADM Cotton stated that he to call Reserve Centers at random when he's up in D.C. and ask the person who answers the phone if they know what our mission is.
- Do not call our ever-changing "Alignment" by the name "Re-Alignment". Alignment is a work in continuous progress...and using the term "re-alignment" may be misconstrued to mean that at some point in the past were were not aligned. It's semantics, but it's important to the CNO and to him.
- VADM Cotton has one year to make drastic alignment changes or else the CNO will fire him. The CNO even announced this to everyone at the change of command ceremony.
- If VADM Cotton (or anyone else) ever asks you what your next tour will be...always have an answer ready...and always strive for command first, next and always.
- Strike the term "Tri-Staff" from our vocabulary.
- Strike the term "TAR" from our vocabulary. We're now all FTS.
- No longer refer to the Naval Air Force Reserve as the "Air Side." There aren't any "sides" any more...we're all on one team.
- Soon you'll see the titles of some Reserve component commands changed so that, in all cases, the word "Reserve" is at the end of the title. Example: Commander, Naval Air Force Reserve (CNAFR).
- Know your Naval and Naval Reserve history. It's important to VADM Cotton and he wants us to know where we've been, where we are and where we're going.
- He recommends reading the book "Who Moved My Cheese?"
- He wants us all to understand that he loves to get 'out and about'....but, as CNRF and Director of the Naval Reserve, he must be in Washington, D.C. a LOT. That's where he must work to

SECNAV's fifteen Leadership Principles:

1. Provide an environment for every person to excel
2. Treat every person with dignity and respect - nobody is more important than anyone else
3. Be forthright, honest and direct with every person and in every circumstance
4. Improve effectiveness to gain efficiency

5. Cherish your time and the time of others - it is not renewable
6. Identify the critical problems that need solution for the organization to succeed
7. Describe complex issues and problems simply so every person can understand
8. Never stop learning - depth and breadth of knowledge are equally important
9. Encourage constructive criticism
10. Surround yourself with great people and delegate to them full authority and responsibility
11. Make ethical standards more important than legal requirements
12. Strive for team-based wins, not individual
13. Emphasize capability - not organization
14. Incorporate measures and metrics

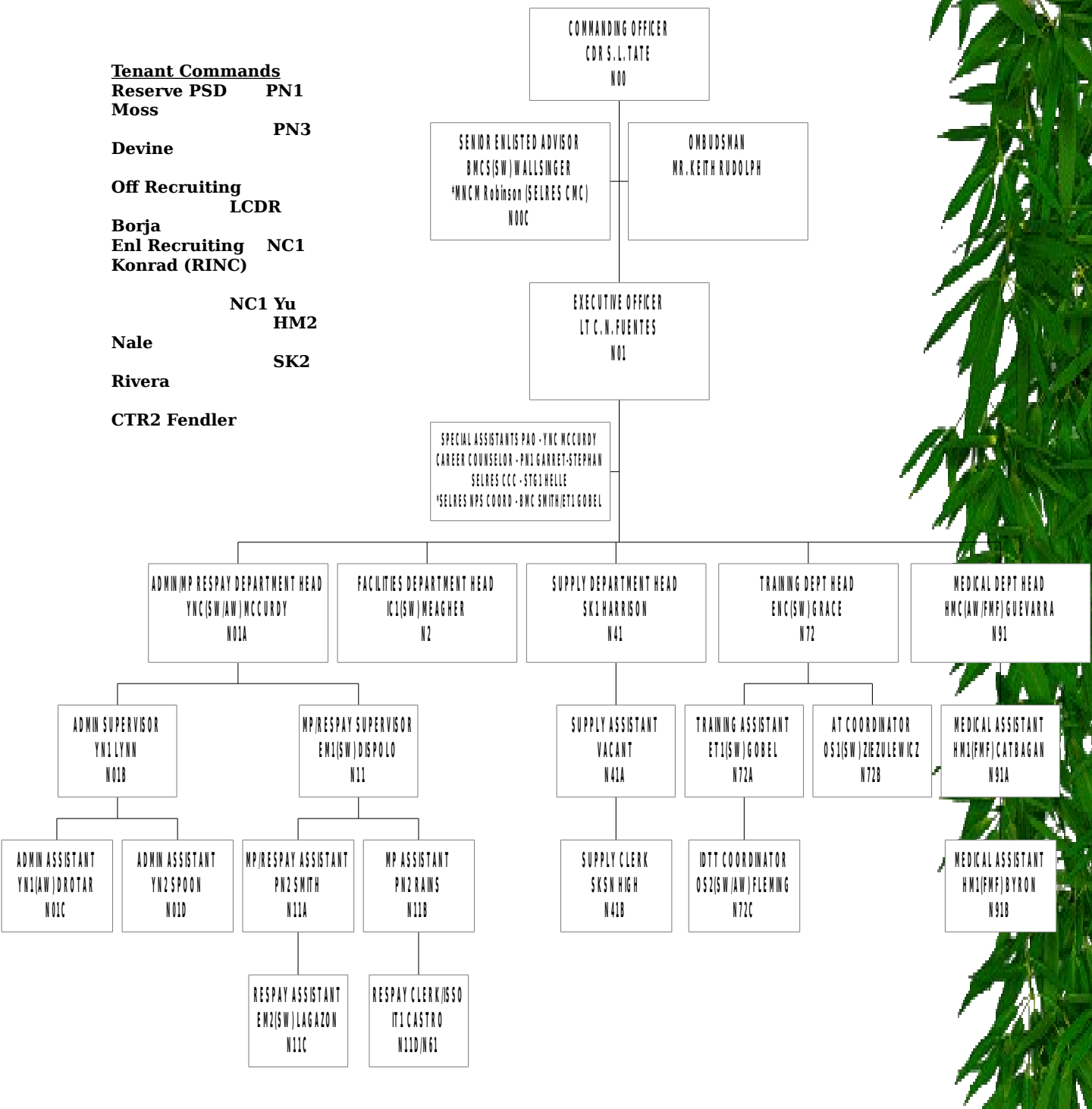
NRC HONOLULU STAFF ORGANIZATION

Tenant Commands
Reserve PSD PN1
Moss
PN3
Devine

Off Recruiting
LCDR
Borja
Enl Recruiting NC1
Konrad (RINC)

NC1 Yu
HM2
Nale
SK2
Rivera

CTR2 Fendler



NRC HONOLULU TOTAL DRILLING RESERVIST

23 Drilling Units

(expecting 2 additional units next quarter)

OFFICERS: 213 ENLISTED: 467

CAI: 63 CAO: 263 IAP: 131

TOTAL MOBILIZED (SEP 01):

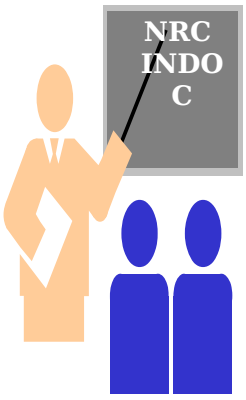
OFFICERS: 58; ENLISTED: 115

NUMBER DEMOB:

OFFICERS: 35; ENLISTED: 93

REMAINING:

OFFICERS: 23; ENLISTED 22

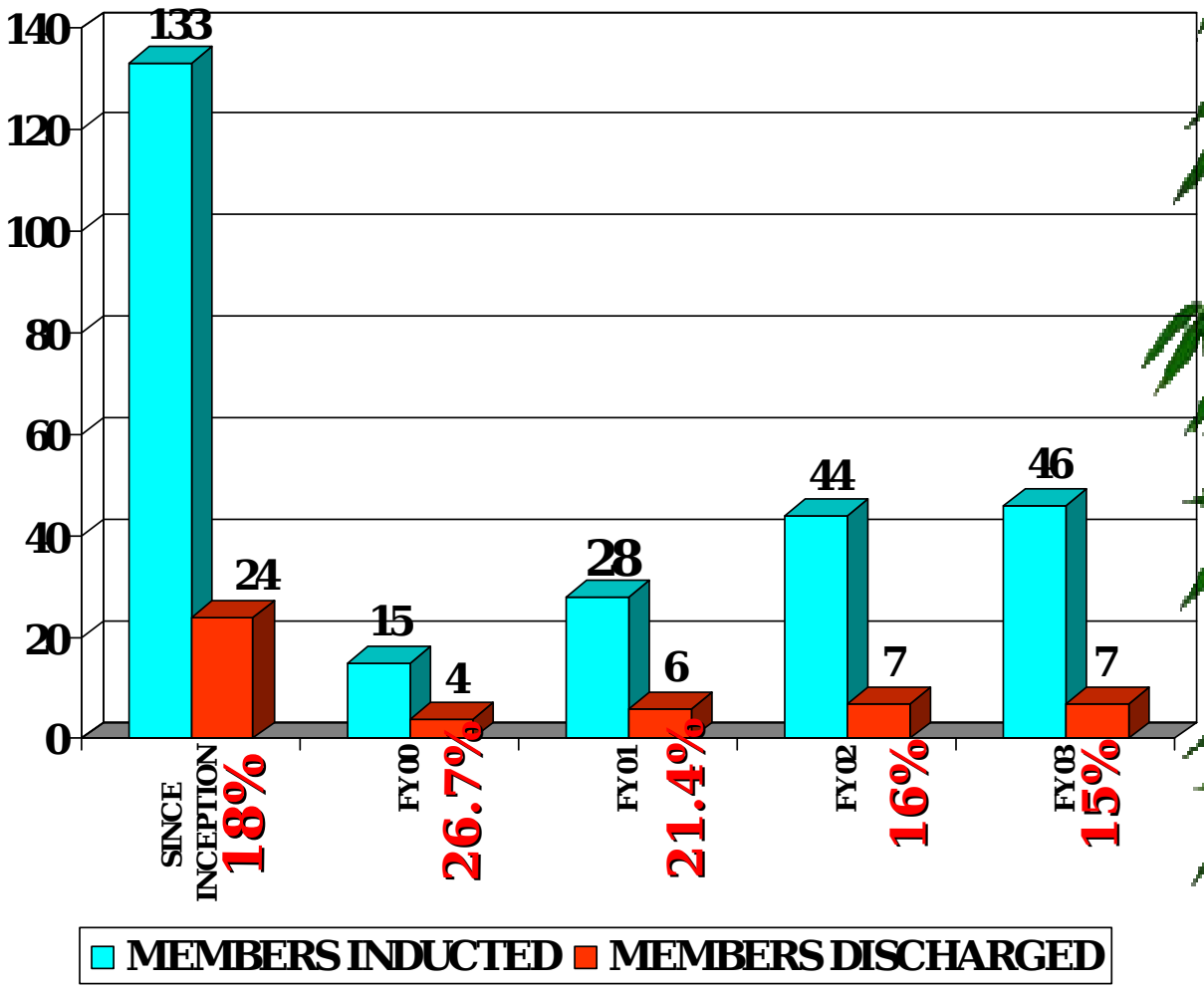


TRAINING CONTINUUM REPORT

DRILRES	Numerical Data	Percentage
Total number of DRILRES E6 TIR Eligible	62	
Total number of DRILRES E6 TIR Eligible who have completed LTC	48	81.0%
Total number of DRILRES E7 TIR Eligible	42	
Total number of DRILRES E7 TIR Eligible who have completed LTC	42	100.0%
Total number of DRILRES Officers assigned	220	
Total number of DRILRES Officers who have completed OLC	110	50.0%

NRAC facts and figures

27 members currently in Phase II
38 members currently in Phase IV
(8 students attending NRPMT 03 Nov)



•FY04 FIGURES NOT ADDED YET